

**PAPERWORK REDUCTION ACT
DOC/NOAA CUSTOMER SURVEY CLEARANCE SUBMISSION
OMB CONTROL NUMBER 0648-0342**

This form should be used if you are submitting a collection of information for approval under the NOAA customer survey clearance assigned OMB control number 0648-0342. Mail this form, responses to the supplemental questions, the collection instrument, and any additional documentation to: **Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 17th Street NW, Washington D.C. 20503**

If the collection does not satisfy the requirements of the program clearance, you should follow the regular PRA clearance procedures described in 5 CFR 1320.

NOAA Subagency _____

Title (Please be specific) _____

Burden Hour Estimates

Number of respondents _____

Total Burden Hours _____

Hours per response _____

Cumulative Burden Hours
under Program Clearance _____

Agency Contact (*person who can best answer questions about the content of the submission*)

Name _____

Phone _____

Certification: The collection of information requested by this submission meets the requirement of the OMB approval for OMB control number 0648-0342.

Signature of Program Official

Date

Signature of NOAA Paperwork Clearance Officer

Date

OIRA

Date

Instructions for Submission under DOC/NOAA Customer Survey Clearance

1. Consult with the NOAA Paperwork Clearance Officer to confirm that your survey meets the conditions for submission under this clearance.
2. Answer the following supplemental questions and the "Part B" questions on the following page.
3. Complete and sign the cover sheet. The NOAA Paperwork Clearance Officer will fill in the line marked "Cumulative Burden Hours under Program Clearance." Note: Any questions during the review about the survey will addressed directly to the person listed as the Agency Contact.
4. Give the cover sheet, the answers to the questions, a copy of the survey, and any other helpful information to the NOAA Paperwork Clearance Officer. Sarah Brabson: sarah.brabson@noaa.gov, 301-713-3333, ext. 204. She will review the materials, sign the cover sheet and send the package to OMB, and she will be notified when the survey is approved under OMB Control Number 0648-0342.

Supplemental Questions for DOC/NOAA Customer Survey Clearance (OMB Control Number 0648-0342)

1. Explain who will be conducting this survey. What program office will be conducting the survey? What services does this program provide? Who are the customers? How are these services provided to the customer?
2. Explain how this survey was developed. With whom did you consult during the development of this survey on content? statistics? What suggestions did you get about improving the survey?
3. Explain how the survey will be conducted. How will the customers be sampled (if fewer than all customers will be surveyed)? What percentage of customers asked to take the survey will respond? What actions are planned to increase the response rate? (Web-based surveys are not an acceptable method of sampling a broad population. Web-based surveys must be limited to services provided by Web.)
4. Describe how the results of this survey will be analyzed and used. If the customer population is sampled, what statistical techniques will be used to generalize the results to the entire customer population? Is this survey intended to measure a GPRA performance measure? (If so, please include an excerpt from the appropriate document.)

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g. establishments, State and local governmental units, households, or persons) in the universe and the corresponding sample are to be provided in tabular form. The tabulation must also include expected response rates for the collection as a whole. If the collection has been conducted before, provide the actual response rate achieved.

2. Describe the procedures for the collection, including: the statistical methodology for stratification and sample selection; the estimation procedure; the degree of accuracy needed for the purpose described in the justification; any unusual problems requiring specialized sampling procedures; and any use of periodic (less frequent than annual) data collection cycles to reduce burden.

3. Describe the methods used to maximize response rates and to deal with nonresponse. The accuracy and reliability of the information collected must be shown to be adequate for the intended uses. For collections based on sampling, a special justification must be provided if they will not yield "reliable" data that can be generalized to the universe studied.

4. Describe any tests of procedures or methods to be undertaken. Tests are encouraged as effective means to refine collections, but if ten or more test respondents are involved OMB must give prior approval.

5. Provide the name and telephone number of individuals consulted on the statistical aspects of the design, and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.